

**Office of Science (SC) Customer Information Advisory Group (CIAG)  
Meeting Summary  
August 7, 2002**

**Agenda**

- Review of Previous Action Items (Griffin)
- Support Center Items (Baker)
- July Performance Measures Review (Griffin)
- Results from Executive Steering Committee Meeting (Griffin)
- Electronic Proposal Processing Update (Griffin)

**Action Items**

Previous Action Times	Status
Bring the business model change forward to Robert Vallario and Bill Valdez for final approval. (Burris)	Complete

New Actions from the August 7 Meeting	Assigned To
No actions	

**Support Center Items (B. Baker)**

The Exchange User list was reviewed with no actions. At the next CIAG, Baker will provide charts to illustrate the trend of available network storage space and total users.

The Support Center is currently in the final phase of testing upgrades to the standard image on user desktops. The new upgrades are necessary to keep applications current and prepare users for the upgrade to Office XP.

Upgrades include Tivoli Storage Manager, Adobe Acrobat, Internet Explorer, and patches and fixes and will be delivered via email containing a web page link with download instructions. The download process takes approximately 45 minutes. Users who do not complete the upgrade will be contacted by the Support Center.

**July Performance Measures Review (T. Griffin)**

July performance measures were reviewed. The percentage of Support Center calls resolved by the first phone analyst before the end of the call and the percentage of Support Center helpdesk medium calls resolved within 4 hours declined in July because fewer call specialists are available due to vacations and extended sick leave of one specialist. The numbers are still higher than those of last year and are expected to increase.

Email continues to be operational 100 percent of the time; there has been no unscheduled downtime for 17 months. Customer satisfaction year to date is 84 percent, compared with 80 percent in fiscal year (FY) 2001.

**Results from Executive Steering Committee Meeting (Griffin)**

ESC members were given the results of the prioritization of FY03-07 IM requirements completed by the CIAG, Organizational Administrators (OAs), Information Management (IM) Board, AD/ODs, Operations Offices, and SC-65. Members were asked to complete the prioritization exercise and submit their input to Griffin by August 8. The FY03-07 Strategic Plan projects will be laid out according to ESC prioritization. Griffin will follow up with ESC members once the Strategic Plan is published. Other comments and discussion on this topic included the following.

- ESC members understand that funds for development projects are limited and the majority of the budget is spent on keeping SC current and operational.

- Dr. Orbach asked if the planned Budget Formulation and Budget Execution systems cover Laboratory budgets. The answer is yes, and this will be fully defined in joint application development/rapid application development (JAD/RAD) sessions.
- The costs included on the prioritization form should include a category that indicates if projects are less than \$25K.

## **Electronic Proposal Processing Update (Griffin)**

Associate Directors are concerned about the process for handling electronic proposals. Griffin volunteered to facilitate meetings with program representatives to discuss business process and information technology options for handling these proposals. Meetings have been held with OAs and a short-term and long-term strategy identified. OAs discussed options (CD-ROM, printing multiple copies, FTP, etc.) for electronic proposal distribution and processing. They are providing their input and requirements to Griffin on what option their organization plans to use and the expected volume of proposals. Griffin will consolidate the information and present to the ESC for approval. Purchase of necessary technology is planned for the beginning of FY 2003.

The long-term solution for electronic proposal processing is the Portfolio Management Environment (PME) system.

## **Proposed 8/14/2002 Meeting Agenda**

- Review of Previous Action Items (Griffin)
- Support Center Items (Baker)

## **Meeting Attendees**

<b>Name</b>		<b>Organization</b>	<b>Contact Information</b>
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Burris	Peggy	SC-5	202-586-7265
Flynn	Kelly	SC-65	3-3193
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Heneghan	John	SC-65	3-1888
Hiegel	Jane	SC-31	3-5800
Miller	Caryle	SC-82	3-8434
Murphy	Carolyn	SC-1	6-9776
Sier	Donna	SC-22	3-4360